

# Saltash Foodbank Annual Report 2022



Helping local people in food crisis





## **Chair's Message - Richard Margetts**

This year, Saltash Foodbank celebrated its 10th Anniversary. It got underway because of the conviction of the first Chair and other Trustees that a local Foodbank was needed to meet the needs of local people, who had been relying on support from the Liskeard and Looe Foodbank. Since then it has received and distributed over 150,000 Kg of food and supported more than 9,100 people with over 3,570 food-parcels. Along the way it has grown and moved premises and developed and adjusted the ways it works - and the need is even greater than ever. We have no paid staff and can only be grateful for the commitment and dedication of Trustees and Volunteers past and present - whose work is described in this report - while hoping that we are not still necessary in another 10 years.

I'll try not to cover the same ground as the rest of this report, but since being invited to join the Foodbank as a Trustee and then take over as Chair during 2021 I have been struck by several things:

- The need for the particular help we can give shows no sign of reducing, and is only likely to continue to grow as the cost of food and fuel increases.
- We have a very dedicated and hard-working group of Trustees and Volunteers, who have shown remarkable flexibility in providing support to our clients both through the complications of Covid and then as we have come out of restrictions – not only adapting our working practices (from collection to delivery and, largely, back again) but also finding new funding streams and developing new initiatives, such as the Virtual Signposting project.
- We live in a generous community, which has continued to provide the food and other resources we need to meet our objectives – whether as individuals, businesses or as groups, such as local churches and the Rock Choir, for example.
- While our primary role is to provide emergency help in a crisis, many of those who are referred to us for such aid also need longer term support. We work closely with the CEPL12 Community Fridge & Larder to ensure the food we get doesn't go to waste and that our clients are aware of ongoing sources of good quality fresh food. We also have well established links with Citizens Advice and Christians Against Poverty (CAP) who can provide appropriate help and advice.

As part of the Trussell Trust network we benefit from their respected 'branding' and from effective systems for client referral and for accounting for the food received and distributed. We have access to extensive guidance and support, especially with regard to the complexities of Charity governance, and also gain opportunities to share experience with other South West Foodbanks. Our main link to Trussell Trust is via Emma Greenwood, their Area Manager - South West England, who has been of great help, especially as we have started to review and develop our processes and formal policies in the light of current best practice.

With so many people playing a part in our work, it is always awkward to single out individuals, but it is appropriate this year to express my special thanks to Rika, Charles, Jackie and Jill – who have not only continued to provide support to our clients with great commitment and empathy, while also engaging in new projects, but have guided me with patience and good humour as I've started to find my feet as Foodbank Chair. They have all gone 'above and beyond' and I am extremely grateful for their support and friendship.

## Foodbank Centre Report - Rika Chanter

The figures below show no overall increase in the number of vouchers fulfilled, but, due to supporting the establishment of Plympton Foodbank during 2020/2021, we have no comparative figures for that year.

2021 – 2022	Fulfilled Vouchers	Adults	Children	Total fed
Totals	427	652	445	1097

2020 - 2021	Fulfilled Vouchers	Adults	Children	Total fed
Totals	496 (inc 56 Plympton FB)	796	488	1284 (inc Plympton)

2019 - 2020	Fulfilled Vouchers	Adults	Children	Total fed
Totals	389	612	354	966

The difference between 2019/2020 and 2021/2022 figures re the number of people fed does show an increase.

During 2021/2022, we continued our 'delivery only' model to keep our clients and volunteers safe at the Foodbank. We very much appreciate the amount of work volunteer and Trustee, Darren Chapple, has done to keep the deliveries going for all this time. Since the end of March 2022, we have lifted the 'delivery only' model and now ask our clients to collect from us if they can.

Unfortunately, many of the clients we support have either physical or mental disabilities and are unable to collect their food. We hope that, over time, people will feel more confident to collect from us again.

In the last year we have not only been able to support many clients with food but also to help towards their phone, electric and gas bills due to grants from the Cornwall Community Foundation. Money from the grants has also been used to help someone with their rent and another client with clothing and with cold weather gear. Generally, we are giving £10 to £30 per household to meet urgent needs, but this can sometimes be increased in line with conditions of specific grants we receive. We have worked closely with CAP too, to help those supported by Tim Squires, Saltash CAP Debt Advisor.

The distribution of the grant money is adding to the workload of myself and our treasurer, Jill Morton, but it is worth doing, to make such a difference to those we support. It is hoped that with the increase in the cost of living, we will continue to receive grant moneys to be able to support our clients. It is important that the clients who receive our food also have the energy to cook it.

I would like to add a big thank you to all our drop-in teams and individuals who managed to keep us going during this difficult year, with Covid around. Reducing the volunteer number at the Foodbank has kept Covid out of the building. The recent relaxation of restrictions has seen several of our volunteers go down with Covid, but with many offering to help at different times, we manage to keep going. The volunteers have all been brilliant to keep the food



parcels going out and selecting all the additional items that some clients have needed, be it for a diabetic client, items for a baby, a pet, adding items from the 'Discretionary/Help Yourself' area, fresh vegetables, bread, or toiletries. Then there is selecting the food for clients who are homeless and have no cooking facilities, other than a kettle, when placed in emergency accommodation. We supply these people with a 'kettle food parcel' and use grant money to buy them hot meal voucher from one of the town's hot food outlets.

Space at the Foodbank has always been an issue, but we have managed to pre-pack food parcels ahead of time for when drop-in teams were not available. When the parcel is required, extra items the individual client needs are added and the food parcel is labelled for delivery if required.

Last Christmas, we again managed to deliver many Christmas Hampers of food as well as gifts to our clients. This included those referred to us by local Agencies that support people in the community, such as CAP, Health Visitors, Social Services and Schools. As well as the usual Christmas chocolates, puddings, mince pies, ham, pickles and biscuits we added some staple cupboard items as well, such as pasta, beans and soups, of which we have plenty. We used paper bags and cardboard boxes for these food parcels to trial if paper bags are a more eco-friendly alternative to the plastic bags for life. Most bags were ok, just a few split due to over handling. We continue to use recycled bags for life that are donated to us by the public.

In the current crisis, with fuel and other costs increasing, we aim to support our clients more in the coming months with additional Signposting calls from our volunteers. We also add a new leaflet to all food parcels (created through the collaboration of different charities) of the best places people can get help in either Cornwall or Plymouth. This is called the 'Cash First - Worrying About Money' leaflet. It identifies a range of scenarios where people struggle with money and suggests the best organisations they can call on for help. We draw the client's attention to this leaflet in our Signposting conversations, when they have received our food parcel.

Our main aim as a Trussell Trust Foodbank is for there to be a day when Foodbanks will no longer be needed and people know where to get the right support before they reach a crisis point.



Donation by Zennor on 15th Dec with her mum. Her fundraising has allowed her to buy many gifts for children.



One of our Volunteers, Debbie, also volunteers at the Plymouth Soup Run / Shekinah. Some of our surplus items are used here to provide a hot meal for those who are homeless or struggling.

## Warehouse Report - Rika Chanter

Waitrose Saltash	11,411.23	(7,337.67 from collection point and 4,073.56 items passed best before collected at end of day)
Lidl supermarkets	6161.18	(Collection point 1,883.10, warehouse reject stock 1,399.85 and unallocated stock 2,878.23)
Tesco Plymouth Transit Way	5861.90	(National Supermarket Collection 667.80, Collection point 2989.15 and unallocated stock 2204.95)
Antony Estate Corporate	4840.00	(Fresh veg donation)
Co-op Depot Supermarket	3153.10	(Items passed best before date used at foodbank and Saltash Community Fridge and Larder)
Aldi Plympton Supermarket	1269.2	(Collection point 72.80, warehouse reject stock 483.00 and unallocated stock 713.40)
Saltash Co-op Supermarket	1032.70	(Collection point)
Saltash Rock Choir	320.95	(34.7kg Christmas and 286.25 Special collection at get together)
Food Warehouse Supermarket	216.80	(Collection point)
ARC (Aid Redistribution Centre)	49.30	
Jade Allen	48.20	
Royal Mail Sorting Office	46.35	
Ronnie's of Saltash	55.80	
Nicholls and Sainsbury	44.5	
St Germans Methodist Church	39.50	(Harvest donation)
Landulph School	38.05	
Volker Stevin	29.00	
Girl Guides	28.05	
Age Concern Club	27.15	(Harvest donation)
Saltash Community School	26.85	
2nd Saltash Scouts	25.8	
Our Lady Catholic Church	23.6	(16.1kg Harvest donation and 7.5kg other)
Knit and Natter group	23.35	
St Germans Thursday Club	22.70	(Harvest donation)
Landrake Methodist Church	21.10	(Harvest donation)
Burraton Chapel	20.70	(Harvest donation)
Blunts Methodist Church	19.10	(Harvest donation)
St Stephens Church	11.65	
St Nick's and St Faith's Church	11.60	
Callington Foodbank	10.50	
Marjon's Uni Pastoral team	10.45	
Appleby Westward	10.0	
Cornwall Gleaning	8.70	(Fresh veg)
Earth Breeze	8.45	(Laundry sheets)
Chapple Property Mgmt.	7.50	
Crylla Valley Cottages	5.65	
Saltash Scrap Store	3.10	
Saltash Citizens Advice	3.10	
Purchased Stock	22.85	

**Total stock in 2021-2022 36,462.84kg**

**The amount of stock in 2020–2021 was 35,787.26kg.**

(We started to collect more items past their 'Best Before' date from Supermarkets, than during 2019-2020, both for Foodbank and community fridge customers.)

**Amount of stock in 2019 – 2020 was 17,668.22kg**

Another look at donations is by weight of customer donations at two supermarkets in Saltash

Year	2019-2020	2020-2021	2021-2022
Waitrose	5070.02	7581.98	7337.67
Co-op	1493.77	2463.30	1032.70

Our supermarket collections were unmanned at Tesco Transit Way Supermarket, we had no collections at Saltash Waitrose or the Co-op again this year due to adequate supply already and Covid risk. There was also good support from local groups, churches, organisations and businesses, for which we are very grateful especially when they ask us what we need prior to donating to us. This has been a great help for us.

We are promoting the use of the 'Bank the Food' app to allow people to know what we need. This app links your phone to our website and shows the list on your phone when you enter one of our local stores with a Collection Point. We are still early into its use by the community, but are seeing a few changes to Collection Point contents. Unfortunately the baked beans and pasta can still be

I would just like to say thank you so much for helping me out. Been down a long road the past years or so. Getting help and support now. Hopefully getting involved and volunteering at the community kitchen / cafe to get back on my feet again and find myself to move forward. I feel so lucky to live in such a caring town.



Thank you to LABBS on 30th October 2021, for your generous donation of food to Saltash Foodbank and for the £100 raised in the raffle towards our running costs.



"Help yourself" items	16,247.09	(Saltash Foodbank clients & Community Fridge - including supermarket past-date items)
Client Christmas hampers	1214.45	(109 hampers for 155 adults and 156 children)
Buckfastleigh Foodbank	220.55	
Callington Foodbank	86.4	
Plymouth Foodbank	43.1	
Plympton Foodbank	355.6	
Aid Redistribution Centre	279.05	(Surplus stock)
Bishop Cornish School	86.50	
Brunei School	508.90	
Burraton School	293.60	
Landrake Methodist - Monday Gang	36.30	
Landrake School	354.50	
Landulph School	124.95	
No 4 Fore Street	852.35	(Community Fridge & Larder – tinned, bottled and packet items up to a year past best before date)
Plymouth Soup Run	204.75	
Saltash Community School	1012.30	
Saltash Wesley (Sunday Breakfast)	3.50	
Saltash Wesley (Holiday Club Meals)	5.7	
Salvation Army Baby bank	31.0	
Shekinah Mission/Soup Run	1,158.50	
St Stephens School	536.70	
Tamar View Community Complex	487.45	(Barne Barton area FB)
The Core	8.35	
Trevi House	91.95	
Emergency food boxes	457.31	
For disposal (OOD/damaged)	633.50	
Food swap	91.40	
Ukraine Appeal)	38.55	(Surplus nappies and sanitary items)
Stock adjustment after stock take	2,423.87	
Saltash Foodbank	10,066.09	(Food Parcels)

Hi. Thank you so much for the food and the dog food you've really humbled us I can't put into words how I feel less alone the others and if I'm really honest I've got tears in my eyes thank you so much for your help but you sent today will keep us for over a month so God bless you and thank you once again for your help. Xxxxxx, xxxxx, xxxxx and the two four-legged humans Cxx and Hxxx thank you once again 🙏🙏🙏🙏🐾🐾🐾🐾💕



Waitrose have been strong Foodbank supporters



National collection at Tesco Transit Way November 2021. Rika with Jacqui, Tesco Community Champion in the picture. Rika collection one days worth of donations that is in 4 trollies.

**Stock out** (weights in kg)**Total stock out 2021 – 2022      37,954.30kg****Total stock out 2020 – 2021      36,129.10kg****Total stock out 2019 – 2020      16,524.60kg**

We again have been overwhelmed by the kindness of the community in the amount of food they donated to us in the past year. With this food we have helped our clients directly, but also through after-school and breakfast clubs. Other organisations such as Trevi House, The Plymouth Soup Run and Shekinah are also being supported. Several Foodbank volunteers also volunteer for these charities. We also responded to the Ukraine appeal through a request from one of our volunteers who asked us if we had surplus sanitary items and nappies, which were urgently needed. We were able to pass on many of these items with rapidly approaching 'best before' dates. Items were also passed on to other Foodbanks if their supplies were getting low and we had a large amount of that particular item in our stock.

Table to show the increase of 'Help Yourself' items we now distribute, compared to amount we distributed in the last few years:

Year	2019-2020	2020-2021	2021-2022
Amount of Help Yourself items	4416.61kg	7216.77kg	16247.09kg

Following Trussell Trust guidance, our food parcels provide clients with a balanced diet for three days. The 'Help Yourself' items we offer to clients are donated items not on our usual allocation list. This includes the fresh produce, donated by Antony Estate, nearly every week, of potatoes, carrots, swede, cabbages, and onions. It includes items donated by supermarkets, which are slightly damaged on the outside, but the inner packaging is still intact, such as cereal packets and multi packs of fizzy drinks, with one can damaged. Fresh items are collected from supermarkets that are past their 'best before' date but still look good. These are items such as bread, cakes, vegetables and fruit. Then we have the unusual items we get donated, such as spicy pickles, cake making items and similar unusual items. We also distribute eggs, when we receive them, but mainly up to best before date.

It has been great to collect these items for the Foodbank and add to the usual food parcel, to allow the food to stretch from 3 days, to possibly a week or more - as well as passing any surplus of these items to the Community Fridge and Larder, who regularly see more people than we do. Occasionally, a few of these items get passed on to schools for their after school and breakfast clubs.



We distribute items to the Community Fridge twice a week and are grateful to their volunteers for collecting from us. They collect surplus fresh items we have received from supermarkets, that we have too much of, as well as older tinned foods, and a few unusual items. The number of boxes collected by the Community Fridge range from 6 to 20+, depending on how much waste was collected from the supermarkets. As a Foodbank we would be unable to distribute this amount of food during its remaining shelf-life. We would also like to wish the Community Fridge well in their new base at the Community Kitchen at no 8 Fore Street, Saltash.

### **Secretary's Report - Corina Clement**

The Trustees have continued to hold regular monthly meetings on Zoom over the year, including reports from the Treasurer, and on the Warehouse, Drop-In Centre, Collections, Agencies and Projects. Unfortunately, our Chair, Liz Usher, had to step down for family reasons and we thank her for her invaluable support. Richard Margetts became a Trustee and has generously taken on the role of Chair.

There have also been meetings about a new initiative to provide follow-up calls to clients to Signpost them to other possible sources of help. The Trustees are very grateful to Jackie O'Melia for leading this initiative and to the volunteers offering to make the calls. This initiative has now launched and is proving very successful.

The Trustees have also had virtual meetings with the Trussell Trust and other Foodbanks to exchange ideas and experiences.

The Trustees thank our volunteers for their continuing support during the difficult times of the pandemic, particularly the drivers willing to deliver food parcels and collect from supermarkets, and the volunteers checking in the stock and preparing food parcels.

We are particularly grateful to those organisations and businesses that have supported Saltash Foodbank: the supermarkets Waitrose, Lidl, Co-op and Tesco Transit Way, the smaller local shops which host collection baskets, and the local schools, the Core, Community Enterprises PL12, and the Community Fridge and Larder.

The Hot Meal Voucher scheme has continued to enable homeless Saltash Foodbank clients to have a hot meal and we are grateful to Cod Fathers, Rows and The Fresh Fox for their support.

We are also very grateful to Antony Estate for providing weekly donations of fresh vegetables.

## Agencies Report - Rika Chanter

The table below shows the number of agencies registered to refer clients to Saltash Foodbank to support them with food. Not all have issued vouchers this last year, mainly due to changes to operation of many agencies due to Covid. On top of the agencies listed in this report, we also have agencies referring to us from other areas of the country. They also use the Trussell Trust Database, especially via the 'Help Through Hardship' helpline, from which we see many referrals. This national helpline was set up during Covid by Trussell Trust and Citizens Advice. Unfortunately, our tables cannot show the referrals that come from agencies outside Saltash Foodbank links due to limits of the database.

Sector	Agencies
Charity	10
Church	6
Community group	3
Statutory agency	59
Voluntary agency	9
<b>Total</b>	<b>87</b>

I must say- when you called me and told me about the grant you were awarding me- I know I was touch wobbly when we spoke while I was trying to hold back the emotion and gratitude- but when I got off the phone I was in tears. You may recall me saying- I could access my account number that you needed, immediately! as I had my reminder bill, and my new April rates letter, on my dining table for several days- as I kept looking at it- and making calculations in my budgets over and over- fretting about what I was going to do. I was trying to work out how I was going to pay it. It was such a relief- especially right before the Easter holidays, when I was deliberating for days over the reminder- do I pay this reminder bill? or do I get the extra food in that I need to feed my 3 children over the school holidays. I simply couldn't do both! My heating had been off for around 6 weeks. I've gone to bed extra early so I'm not using energy evenings, I can't do much more to cut useable- but it's still too high! The grant made a great difference to the way we spent Easter due to the mental break I had from worrying for a while. It meant my family was fed, with no guilt of red letters arriving from EDF as a result. Thank you, so much for your support. I remain extremely grateful 😊

The table below shows the Saltash Foodbank agencies that have referred clients to the Foodbank in the last year by voucher numbers issued. The agency ID is the code of the electronic voucher that that specific agency issues on the Trussell Trust database. Alongside the number of people they fed and the amount of food those clients had from the Foodbank in their food parcels. As we can see the Job Centre is the main referrer to us, mainly for those that are on Universal Credit. People on UC can also be working and claim this benefit. Most people on this benefit get paid monthly, when previously they may have been used to a benefit payment every 2 weeks.

Referral Agency Name	Agency ID	Vouchers Total	Adults	Children	Total	Weight (kg)
Job Centre	14416	102	159	111	270	2482.26
Burraton CP School	63348	22	32	58	90	454.2
Saltash Foodbank	3923	20	25	7	32	318.25
Christians Against Poverty, Saltash	5342	19	26	16	42	370.55
Saltash Family Hub	3793	14	23	40	63	468.35
Saltash Health Visiting Team	3814	13	21	29	50	354.95
We are with you (formerly Addaction)	6629	11	11	1	12	157.75
First Light	73870	6	8	0	8	78.2
Port View Surgery	10487	6	6	0	6	79.95
Together for Families in Cornwall	30490	6	10	12	22	187
St Stephens Saltash CP School	66292	5	9	12	21	166.7
Cornwall Mind	81013	4	4	0	4	36.9
Trevillis House (CMHT)	17834	4	4	0	4	30.38
Children and Families Services	49537	3	5	8	13	108.6
Cornwall Housing – Bodmin	23162	3	3	0	3	24.2
Education, Health and Social Care (Child in Need Team)	46647	3	7	9	16	118.15
Adult Social Services - Falmouth/Penryn Team	73237	2	1	0	1	0
Landulph Primary	79558	2	5	6	11	86.75
Saltash Community School	46648	2	4	3	7	49.5
Social Prescriber Saltash	78716	2	2	0	2	0
Age UK Cornwall	26157	1	1	0	1	12.5
Alexandra House	82236	1	1	0	1	9.65
Bishop Cornish CEVA Primary School	61020	1	2	4	6	34.35
Citizens Advice Cornwall – Saltash	3792	1	1	0	1	679.45
Cornwall Council Early Help Teams	72489	1	1	1	2	13.55
Cornwall Housing Ltd Prevention and Engagement Officer	73791	1	2	0	2	14.05
Education Health and Social Care - Ongoing Support	25207	1	1	0	1	11.4
Harbour Centre	84335	1	2	4	6	56.5
Peninsula Community Health	32225	1	1	4	5	33.6
Pentreath Ltd	27047	1	1	0	1	7.75
Pluss – Plymouth	58228	1	1	0	1	14.75
Seetec Pluss	81825	1	1	0	1	17.65
Smeaton Healthcare Ltd	83681	1	1	0	1	14.15
St Petroc's	5385	1	1	0	1	15.2

The table below shows the reasons people need the Foodbank, by agency. As can be shown, the main reason people needed help this year, as last year, was low income. Either wages or benefits or both, do not keep up with the Client's outgoings, be it utility bills, rent, council tax, water and/or food bills. In some cases, it can be an unexpected bill. Low income is especially worrying as, since

this report was written, the cost of fuel has gone up again and this will affect prices of many other items. We expect the numbers needing our help to increase in the coming year. The other increases shown here are in homelessness and domestic violence, which have come out of the restrictions people suffered during the covid pandemic. More people are in temporary accommodation, as there is not much social housing or affordable rental property available in our locality. Mental health problems are evident in many of our clients. Some struggle to leave their home; some struggle to budget properly due to their mental health.

Referral Agency Name	1st Crisis Type	2nd Crisis Type	3rd Crisis Type
Adult Social Services - Falmouth/Penryn Team	Homeless		
Age UK Cornwall	Other		
Alexandra House	Homeless		
Bishop Cornish CEVA Primary School	Low income		
Burraton CP School	Low income	Debt	Benefit delays
CAP	Low income	Debt	Sickness/ill health
Children and Families Services	Debt	Sickness/ill health	Other
Citizens Advice Cornwall - Saltash	Sickness/ill health		
Cornwall Council Early Help Teams	Other		
Cornwall Housing - Bodmin	Homeless	Benefit delays	
Cornwall Housing Ltd Prevention and Engagement Officer	Homeless		
Cornwall Mind	Homeless		
Education Health and Social Care - Ongoing Support	Homeless		
Education, Health and Social Care (Child in Need Team)	Sickness/ill health	Delayed wages	
First Light	Domestic abuse	Homeless	Benefit changes
Harbour Centre	Sickness/ill health		
Job Centre	Low income	Benefit changes	Sickness/ill health
Landulph Primary	Domestic abuse	Sickness/ill health	
Peninsula Community Health	Low income		
Pentreath Ltd	Homeless		
Pluss - Plymouth	Sickness/ill health		
Port View Surgery	Low income	Sickness/ill health	Debt
Saltash Community School	Debt	Other	
Saltash Family Hub	Low income	Debt	Other
Saltash Foodbank	Homeless	Low income	Benefit delays
Saltash Health Visiting Team	Low income	Benefit delays	Homeless
Seetec Pluss	Low income		
Smeaton Healthcare Ltd	Low income		
Social Prescriber Saltash	Benefit changes		
St Petroc's	Homeless		
St Stephens Saltash CP School	Low income	Benefit changes	Sickness/ill health
Together for Families in Cornwall	Sickness/ill health	Benefit changes	Benefit delays
Trevillis House (CMHT)	Homeless	Low income	
We are with you (formerly Addaction)	Other	Homeless	Sickness/ill health

## **Supermarket Collections Report - Jackie O'Melia**

As the Country began to move its way out of the Covid pandemic in 2021, manned supermarket collections were not held locally. But the support and generosity of the local community, shops, supermarkets, churches and businesses continued, allowing Saltash Foodbank to continue providing for our clients.

The Collection Points and donations from across the town and surrounding areas continued to bring a substantial volume of much needed items. There was also a successful unmanned collection in Tesco, Transit Way, in June last year. Without this community support Saltash Foodbank would not be able to continue the support provided to our clients in this last year.

We hope this year will bring a move towards manned collections. It will be good to be in conversation with the community again, letting people know that we are here to support in what looks to be a difficult period.

I would like to say a massive thank you to everyone who has supported Saltash Foodbank and to the Trustees and volunteers who have supported me this year. Without this continued support the team would not have been able to achieve as much as they have.

## **Projects Report - Charles Worth**

Our shared challenges over the past year have made it even clearer how important Saltash Foodbank is, in providing a safety-net for local residents. Making ends meet has become difficult for an increasingly large number of local people.

The Foodbank is very fortunate to have Richard Margetts as its new Chairperson. Richard has put a great deal of effort into familiarising himself with the ways we work and brings a great deal of knowledge and expertise to his role, navigating our future direction.

## **Communication**

The Foodbank has a number of ways in which it keeps Saltash residents up-to-date. Rika Chanter manages our Facebook presence. We update our website, keeping our donation Collection Points current and we regularly update our list of 'most needed' items. We have also added 'Bank the Food' information, enabling people to use their smartphone apps to prompt them about our 'most needed' list.

Whilst the majority of clients come to us by referral from local agencies (Job Centre Plus, GPs, etc.) clients also contact us directly through the website and on our email [info@saltash.foodbank.org.uk](mailto:info@saltash.foodbank.org.uk).



Volunteers are the life-blood of Saltash Foodbank. We have recently been fortunate that Kathryn Caves has taken up the role of Volunteering Coordinator. Because we serve people in vulnerable circumstances, we take great care that volunteers are carefully vetted and understand the importance of confidentiality. If you are interested in volunteering, please contact [volunteering@saltash.foodbank.org.uk](mailto:volunteering@saltash.foodbank.org.uk).

Whilst Covid-19 has meant that face-to-face meetings have been impossible, it has encouraged us to become adept with Zoom. This has enabled us not only to maintain our regular meetings, but to collaborate on new initiatives such as 'Virtual Signposting' and to broaden the range of external groups with whom we collaborate, for example, with Social Prescribing Teams.

### **Virtual Signposting**

Saltash Foodbank has, this year, put an enormous amount of effort into developing a 'Virtual Signposting' service. Previously, when clients collected their food parcels from our Drop-In Centre, we took the opportunity to talk with them about their problems and provide contact details for organisations that could help. During Covid, we had to move to a delivery-only model and we lost the opportunity to 'Signpost' clients. Using Coda (our online information and collaboration tool) we have developed powerful functionality that enables us to use phone, text and email to provide our Signposting information once more.

### **Funding**

Again this year, the Cornwall Community Foundation has been vital in enabling us to continue our work. Everyone who works at Saltash Foodbank is an unpaid volunteer. The generosity of local residents has continued to be wonderful but we are also extremely grateful for the support offered by the Cornwall Community Foundation.

As Virgin Money Giving closed, we moved our online fundraising to CAF donate. If you wish to donate to Saltash Foodbank, you can do so [here](#).

### **Technology**

No organisation can operate effectively and safely without the appropriate technology. We have now installed a cost-effective broadband service on our Foodbank premises. We have updated our computers, we have extended our anti-virus protection and we have implemented 'two-factor authentication' so that our communication and data transfer are fully secure.

I would like particularly to thank colleagues from the Trussell Trust, without whose sterling support our work would be vastly more difficult. Thank you, Emma, Daniel, Carys and so many others, who have supported us so magnificently.

## Publicity Report - Rika Chanter

Saltash Foodbank have a good relationship with other groups in Saltash and many groups are keen to support us. We had several choir groups support us, these were the Saltash Rock Choir and the Acapella Choir groups, and the Scouts have also supported us. It is good that these groups are meeting up again, now we try to cautiously get back to 'normal'.

We frequently share events and support on the Saltash Foodbank Facebook page. This helps both our clients and the general population. We rarely add that we need donations, but we do share information about the 'Bank the Food' app on the Facebook page, to help people know the items we need.

Our new Chair of Trustees, Richard Margetts, has done several talks to groups such as the Scouts, Probus group and other groups to raise the awareness of the Foodbank in the local community. This is a great way to keep the community up-to-date about how the Foodbank supports those in greatest need.

Thank you for reading my reports of another busy year for all our volunteers.



Bramble at Burraton School 18th October 2021 holding our Thank You certificate. The whole school donated to the Foodbank and staff helped to load the car and pack the bags and boxes.

## Finance Report - Jill Morton

At the end of March, Saltash Foodbank had bank balances of £50.6k.

Donations this year were received from:

Regular monthly donors	£3.7k
Virgin Money Giving	£1.6k
Charities Aid Foundation	£2.3k
Trussell Trust – Tesco	£0.2k
Trussell Trust - Waitrose	£1.2k
Other donations	£2.8k
Fundraising	£0.0k
<b>Total</b>	<b>£11.8k</b>

Donations have been received from local Churches, East Cornwall PGL RAOB, Saltash Age Concern, Labbs Raffle, Landulph Festival, WC Parsons, Clive Barford Ltd, Canon Richard Maynard and many donations from individuals.

**We are very grateful for all donations, regardless of size, that help us to continue our work to help relieve poverty in Saltash and the surrounding area.**

Grants received this year:

Cornwall Community Foundation	£10,000
Surviving Winter Fuel Grant	
Cornwall Community Foundation:	
Client Top Ups	£ 1,000
Bauerradio	£ 500
Waitrose	£ 333
<b>Total</b>	<b>£11,833</b>

These grants have enabled the Foodbank to continue its work. The Cornwall Community Foundation 'Surviving Winter' Fuel Grant was applied for and granted in the middle of February, to help clients in need of help with housing costs, and more specifically for helping with energy costs. The Trustees managed to help 64 clients in the space of 6 weeks. The clients were extremely grateful for the help. Some were not sure how they were going to heat their homes or be able to cook the food that we provided. (Many of these households had children, were over 60 or had health conditions.)

For a second year we have delivered our food parcels to our clients, this has incurred additional travel expenses. Many volunteers have also continued to work remotely.

The Trustees have agreed that the reserve fund should enable the Foodbank to operate for a 12 month period in times of economic hardship. (It is very likely

that, with the increase in the cost of energy and increasing inflation, that our services may well be needed by more clients.) This reserve fund has been calculated at £12k. This will give us the comfort of knowing that we are able to carry on our vital work in times of ongoing hardship.

The Trustees would like to thank Stephen Richards for examining our books and records and for his Report thereon. The Income and Expenditure Account for the year ended 31 March 2022, the Balance Sheet as at 30 March 2022 and the notes to the accounts are set out below.

### Income and Expenditure account for the year 1 April 2021 - 31 March 2022

	2021-22				2020-21		
	Unrestricted	Restricted	Total		Unrestricted	Restricted	Total
Income							
Donations	£11,763.34	£0.00	£11,763.34		£24,884.19	£0.00	£24,884.19
Grant	£833.00	£11,000.00	£11,833.00		£10,600.00	£8,100.00	£18,700.00
Interest Received	£41.67	£0.00	£41.67		£34.67	£0.00	£34.67
Gift Aid	£1,638.30	£0.00	£1,638.30		£1,166.10	£0.00	£1,166.10
	£14,276.31	£11,000.00	£25,276.31		£36,684.96	£8,100.00	£44,784.96
Expenditure							
Rent	£3,420.00	£350.00	£3,770.00		£3,000.00	£340.00	£3,340.00
Electricity	£667.19	£0.00	£667.19		£276.26	£0.00	£276.26
Rates	£96.00	£0.00	£96.00		£94.89	£0.00	£94.89
Insurance	£464.37	£0.00	£464.37		£491.90	£0.00	£491.90
Fees	£0.00	£0.00	£0.00		£0.00	£0.00	£0.00
Office Expenses	£610.68	£317.52	£928.20		£300.94	£3,396.45	£3,697.39
Travel Expenses	£947.27	£218.18	£1,165.45		£97.77	£1,740.70	£1,838.47
PPE & Cleinaing	£21.69	£113.18	£134.87		£0.00	£828.34	£828.34
Food	£410.28	£187.50	£597.78		£0.00	£330.74	£330.74
Client Top-ups	£0.00	£10,842.16	£10,842.16		£0.00	£260.00	£260.00
Depreciation	£1,562.50	£0.00	£1,562.50		£1,237.32	£0.00	£1,237.32
Sundry	£346.67	£8,546.65	£207.80	£12,236.34	£559.08	£516.54	£13,011.85
Net Income	£5,729.66	-£1,236.34	£4,493.32		£31,085.88	£687.23	£31,773.11

Registered Charity in England & Wales No. 1157577

### Balance Sheet as at 31 March 2022

	2021-22				2020-21		
	Unrestricted	Restricted	Total		Unrestricted	Restricted	Total
<b>Fixed Assets</b>			£6,250.02				£4,949.26
<b>Current Assets</b>							
Cash at bank & in hand (excl reserves)	£38,391.28	£157.84	£38,549.12		£33,732.65	£1,623.91	£35,356.56
Cash at bank reserves	£12,000.00		£12,000.00		£12,000.00		£12,000.00
			<b>£56,799.14</b>				<b>£52,305.82</b>
<b>Represented by</b>							
Net income b/fwd			£52,305.82				£20,532.71
Net income in year			£4,493.32				£31,773.11
Net income c/fwd			<b>£56,799.14</b>				<b>£52,305.82</b>


Registered Charity in England & Wales No. 1157577

Well, to put it simply, if it was not for the energy grant, I would not be able to heat my home or be able to keep electrical appliances running as norm. I have already implemented a "one light only" rule in the house. So if my son is upstairs reading or playing when its got dark.. I don't have lights on downstairs. I have candles on. We only have one radiator that we put on at a time. During the day when it gets very cold it is the kitchen/diner radiator..and in the eve my sons bedroom one..but only fir 1 hour a day. The grant has made it so I do not fall behind with payments and have to go without food/asking the foodbank fir assistance fir a while.



## Fixed Assets as at 31 March 2022

	Computer	General	Total
COST	Equipment	Equipment	Assets
B/fwd	5,991.60	194.98	6,186.58
Additions	2,863.26	0.00	2,863.26
Disposals	0.00	0.00	0.00
C/fwd	8,854.86	194.98	9,049.84
DEPRECIATION			
B/fwd	1,198.32	39.00	1,237.32
Charge for year	1,531.31	31.20	1,562.50
Disposals	0.00	0.00	0.00
C/fwd	2,729.63	70.19	2,799.82
Written Down Value 31.03.22	6,125.23	124.79	6,250.02
Written Down Value 31.03.21	4,793.28	155.98	4,949.26

 <b>CHARITY COMMISSION FOR ENGLAND AND WALES</b>		<b>Independent examiner's report on the accounts</b>	
<b>Section A Independent Examiner's Report</b>			
<b>Report to the trustees/ members of</b>		Charity Name SALTASH FOOD BANK	
<b>On accounts for the year ended</b>		31.03.22	<b>Charity no (if any)</b> 1157577
<b>Set out on pages</b>		1 - 5 (remember to include the page numbers of additional sheets)	
<b>Responsibilities and basis of report</b>		I report to the trustees on my examination of the accounts of the above charity ("the Trust") for the year ended 31/03/2022  As the charity trustees of the Trust, you are responsible for the preparation of the accounts in accordance with the requirements of the Charities Act 2011 ("the Act").  I report in respect of my examination of the Trust's accounts carried out under section 145 of the 2011 Act and in carrying out my examination, I have followed the applicable Directions given by the Charity Commission under section 145(5)(b) of the Act.	
<b>Independent examiner's statement</b>		I have completed my examination. I confirm that no material matters have come to my attention (other than that disclosed below*) in connection with the examination which gives me cause to believe that in, any material respect: <ul style="list-style-type: none"> <li>accounting records were not kept in accordance with section 139 of the Act or</li> <li>the accounts do not accord with the accounting records—</li> </ul> I have no concerns and have come across no other matters in connection with the examination to which attention should be drawn in order to enable a proper understanding of the accounts to be reached. * Please delete the words in the brackets if they do not apply.	
<b>Signed:</b>		Date: 18/5/22	
<b>Name:</b>		STEPHEN RICHARD S	
<b>Relevant professional qualification(s) or body (if any):</b>		N/A	
<b>Address:</b>		3 PRIORY HILL, PLYMPTON, PLYMOUTH, DEVON, PL7 1WR	



## **SALTASH FOODBANK**

### **Notes to the accounts year ended 31 March 2022**

1 The accounts have been prepared under the receipts and payments method

2 Fixed Assets have been depreciated at 20% on reducing balance

3 For insurance purposes Saltash Foodbank has assets valued at £20,501

4 The accounts do not show any stock as all of the stock is donated.

For insurance purposes Saltash Foodbank has stock values at £9,900

5 The Foodbank has a telephone account which enables its clients to phone at no charge to themselves. It is the policy of the Foodbank to make lump sum payments to BT to ensure that the account is always in credit.

As at 31 March 2022 it is estimated that the credit balance was £374

6 The Trustees have a reserve account of £12,000. The Trustees believe that this is a prudent reserve in our present economic climate.

### **Saltash Foodbank Trustees 2021 - 2022**

Richard Margetts (Chair from 29 July 2021)

Liz Usher (Chair to 18 June 2021)

Corina Clement (Secretary)

Jill Morton (Treasurer)

Rika Chanter (Manager)

Charles Worth (Projects)

Jackie O'Melia (Collections Co-ordinator)

Darren Chapple (Logistics)

Karen Chapple

Sara Walker

Bob McLean

Rev Di Burrows (SFB's link to Churches Together)

Kathryn Caves

(Kathryn Caves took on the role of Volunteer Co-ordinator during the year and was invited to join Trustee meetings as a full member from January onwards.)